

DRAWWING AMENDMENT

In compliance with 37 CFR 1.121(d), the objected drawings, Fig. 4 and Fig. 5 are re-generated to be clearly seen and attached on the separate sheets.

Fig. 5 is divided into Fig 5a and Fig. 5b to show the pictorial icons instead of the control programming codes. The purpose of presenting Figs. 5a and 5b is simply showing that the icons displayed on the consultant screen are the same icons as displayed on the user's screen for remotely controlling the user's computer.

REMARK

Regarding the Drawing Objection:

Figs. 4 and 5 are re-generated to be clearly seen. Especially, Fig. 5 is divided into Fig 5a and Fig. 5b to show the pictorial icons instead of the control programming codes.

The revised drawings are labeled "Replacement Sheet" and attached herewith on the separate sheets.

Regarding the Claim Rejections under 35 U.S.C. §102 (e):

The ground rejection of claims 4 to 6, under 35 U.S.C. §102 (e) as being anticipated by Bae (U.S. Patent No. 6,801,619) is respectfully traversed.

With respect to the ground rejection of claims 4 to 6, examiner indicated that Bae reference discloses all limitations of the instant invention.

Applicant strongly traverses the ground rejection of claims 4 to 6, because examiner did not precisely match the claimed subject matters of the instant invention with the cited reference. The important features of the present invention is that, *"a user authentication means for authenticating a usera password input window producing means (S61) for displaying iconized symbol of password pictures with an input window on the user's computer (300) screen by the relay server (100), an accessing means (S62) for accessing the password informed by the consultant to the user's computer (300) by clicking, a verifying means (S63), and a searching means (S64) for matching the consultant ID in the authentication DB (110) and deleting the connecting information when the input password is correct."*

Throughout the careful studying of the cited references again, it reveals that Bae did not disclose the above mentioned detail features of the present invention. Bae describes that *"Upon the customer accessing the system to request information representatives of the firm*

or companies, the customer will be forwarded to a queue manager for processing. This initial task of the queue manager will be to identify the customer. This can be done in a number of ways, as is known in the art. For example, a customer can be identified through standard methods, such as the use of browser cookies. Furthermore, this system may comprise an account and password authenticating system." (Bae: Col. 6, lines 15~27)

As disclosed in the above paragraph, Bae apparently did not show the "a password input window producing means (S61) for displaying iconized symbol of password pictures with an input window on the user's computer (300) screen."

In the quoted paragraph (Bae: Col. 6 lines 15~27) by the examiner, Bae discloses "general authenticating procedure for identifying a customer and forwarding to a queue manager for processing."

Bae also describes that "a further advantage of his invention is to make optimizations for the efficient and effective delivery of two-way audio/one-way video stream from the operator to the customer. The optimization shall add realism to the portrayal of the operator via the audio/video medium. Furthermore, the user sees visual symbols identifying the status of the link, so that any missed frames, or delayed video frames will not be mistaken for operator inactivity (Bae: Col. 4 lines 26~33).

As disclosed in this paragraph, Bae simply explains "a delivery processing of the audio/video medium", not "authenticating procedure."

The password input picture window will pop up to the user's computer screen. Thus the displayed position will be different whenever it pops-up. While the user click to pick up the picture numbers of password, the possible hacker can not detect what the user picks-up.

Contrary, the conventional input method using keyboard, it is easily targeted to be hacked by the hacker, due to the typing signals.

Bae also explains that "at the conclusion of the communication, the customer may simply disconnected from the network and the operator workstation, thereby ending the

communication" (Bae: Col. 10, lines 3 ~ 6), which is also different function comparing with the claimed function of the instant invention. *"a user information extracting means (S50) for deleting the connecting information such as the user's IP address and the consultant ID included in the icon through the relay server (100), so that the icon on the user's web page (120) is inactive after the user input the password with the consultant ID by clicking,"*

This deleting process will protect the user from the unauthorized usage, or immediate usage by someone else, and/or possible hacking.

Bae also does not disclose a programming viewer (210) displayed on a consultant's computer (200) screen for remotely controlling the user's computer (300).

Regarding the numbers shown in Fig. 7, it is a picture, "not the ordinary numbers" as same as on the key board. If someone type-in the numbers as a password through a key board, it will not work.

In the previous claim 5, the translation errors are found and corrected as "verifying means (S73)" and "confirming means (S74)".

As discussed above, Bae fails to teach the important features of the present invention.

Therefore, the applicant believes the present application is now in allowance condition and early Notice of Allowance is respectively solicited.

Respectfully submitted



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